



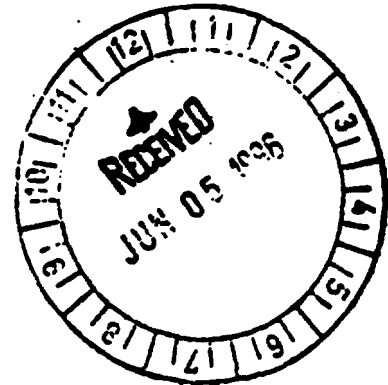
AMERICAN TELNET

Legal & Business Affairs

VIA FACSIMILE (904) 413-6519
& U.S. MAIL

June 3, 1996

Alan Taylor
Florida Public Service Commission
2840 Shumard Oak Blvd.
Tallahassee, FL 32399-0866



Dear Mr. Taylor:

Thank you for taking time to speak with me on Friday, May 31, 1996. Per your request, this letter shall summarize our discussion and the status of American TelNet, Inc.'s investigation.

American TelNet, Inc. ("ATN"), a pay-per-call service bureau, has become aware that "hackers" have fraudulently placed calls from the phone lines of residents in a few South Florida condominiums to an ATN 900 number. ATN is issuing credits to all residents affected and has launched an investigation.

ATN has contacted the following entities: Bell South (security, internal affairs, legal and corporate departments), Metro Dade Police Department, Chief of the Economic Crimes Unit for the Dade County State Attorney's Office, Broward County Sheriffs Office, Florida Department of Law Enforcement and Federal Bureau of Investigation. However, these efforts have not generated much action. Only Bell South is investigating the matter. The law enforcement agencies have either denied jurisdiction or stated that Bell South is the appropriate party to investigate the matter. We seek your assistance in determining which law enforcement agency should be pursuing the matter.

As I informed you, ATN pays information providers (IPs) for all calls generated from their advertising, on a per minute basis, regardless of whether ATN receives payment from the subscriber. ATN has determined that all of the calls were placed to only one of ATN's approximately twelve thousand 900 numbers, and usually between the hours of 11:00 P.M. and 2:00 A.M.. We suspect that we are being defrauded by the IP who has been assigned the 900 number. We have been attempting to locate the principals of this entity and welcome your assistance in this regard.

Additionally, ATN has determined that the majority of the condominium phone rooms were unlocked and accessible to the public. There are several ways in which someone with technical knowledge,

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Corporate Offices

Biscayne Professional Plaza • 21000 N.E. 28th Avenue • Miami, FL 33180

and the proper equipment, could fraudulently utilize a condominium phone line. For example, someone can access a central phone room for the building, and either attach a clip to a subscriber's line and make calls, or install a call diverter on the telephone lines and place calls through the diverter from a remote location.

ATN will continue to assist Bell South and the condo residents to locate and prosecute the criminals who are making these illegal calls.

If you have any questions or would like to discuss this matter further, please do not hesitate to contact me.

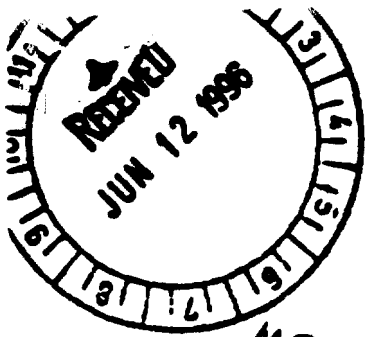
Sincerely,



Gavin Kahn
General Counsel

GK/jvs

cc: Michael Pardes
Michael Self
Howard Markowitz



Lauderdale Oaks Condo. #12

3001 N.W. 46th Avenue
Lauderdale Lakes, Fl. 33313

JUNE 10, 1996

56 JUN 12 PM 3 21

MR. ALAN TAYLOR
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399

DEAR MR. TAYLOR:

RE: OUR TELEPHONE CONVERSATION
REGARDING CALLS ON 900# WHICH HAVE BEEN
CHARGED TO OUR OWNERS PHONES.

AS YOU SUGGESTED I HAVE MADE COPIES
SHOWING THE CHARGES AND HAVE ENCLOSED
THEM.

THERE IS ALSO A LETTER TO ONE OF OUR
UNIT OWNERS WHICH IS RATHER THREATENING IN
TONE FROM AMERICAN TELNET.

OUR UNIT OWNERS ARE FROM LATE TO A
TO OVER 90 YEARS OLD. THEY DID NOT PAY THESE
CHARGES BECAUSE THEY NEVER MADE THESE CALLS.

IT IS FRIGHTENING TO THESE SENIORS
TO REALIZE SOME UNCRUPULOUS INDIVIDUAL COULD
ACCESS THEIR PHONES AND MAKE CALLS WITHOUT
THEIR KNOWLEDGE AND TAKE ADVANTAGE OF THE
VULNERABILITY.

THEY ALL AGREE THAT THIS FRAUD HAS TO
BE INVESTIGATED AND STOPPED BY WHATEVER
AGENCY - STATE OR FEDERAL - HAS THE MOST
AUTHORITY TO FIND THE PERSON OR PERSONS RE-
SPONSIBLE AND PROSECUTE.

WE LOOK TO YOU FOR HELP AND WOULD
APPRECIATE YOUR ADVISING US OF THE PROGRESS
AND OUTCOME OF THIS INVESTIGATION.

SINCERELY,
Phyllis Mendelson, Sec
BOARD OF DIRECTORS CONDO #

AMERICAN TELNET BILLING SERVS.
PO Box 790930
SAN ANTONIO TEXAS 78279-0930

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DATE: 05/29/96

ROSE RAUFMAN
3091 NW 46TH AVE
LAUDERDALE LAKES FL 33313

RE: Account number (954) 735-0729

Amount disputed \$65.00 plus tax

Bill Date: 05/23/96

Dear Customer:

In reference to the above account number, bill date, and disputed amount, AMERICAN TELNET BILLING SERVS cannot issue credit due to the following:

As owner of your telephone, you are responsible for payment of all charges incurred by that telephone.

New Federal laws give owners of 900 lines the right to seek legal remedies for collection of 900 charges and to employ collection agencies to perform these functions. Please be advised that if payment is not made, all collection remedies allowed by law will be exercised.

A 900 block has been available from virtually all telephone companies for over 6 years. To avoid future charges to 900 calls you must obtain a block from your telephone company.

If you have any questions and/or comments relating to this inquiry and the subsequent results, please contact one of our Customer Service Representatives at 1-800-460-0307. Our business hours are Monday through Friday, 8 a.m. to 6 p.m. Central Standard Time.

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** American TelNet Billing SvcInc **

ROSE KAUFMAN

Account Number: 954 735-0729 317 1808

Bill Period Date: May 17, 1996

 For American TelNet Billing SvcInc Billing Questions, Call 1 800 460-0307

Detailed Statement of Charges

Itemized CallsAmountService Provider - AMERICAN TELNET INCPay Per Call 900 Nonregulated Charges

The following charge(s) is for information or services received through a 900 number. Call 1 800 460-0307 with questions or billing error claims about your 900 Service charges. Oral notification is sufficient to begin a review of these charges. Payment of disputed 900 Service charges is not required while these charges are under review. Nonpayment of 900 Service charges will not result in disconnection of your local or long distance telephone service, but access to 900 numbers may be blocked for nonpayment of legitimate charges. Collection of unpaid 900 Service charges may be pursued by the Interexchange Carrier or Information Provider through an independent collection action. You may obtain free blocking of 900 Service by calling BellSouth.

Date	Service Type	Number Called	Rate*	Time	Min	
1. 04/22	PERSONALS	900 745-3354	AD	11:56PM	12	30.00
2. 05/10	PERSONALS	900 745-3354	AD	12:08AM	10	35.00
Total Pay Per Call 900 Nonregulated Charges						65.00
Total Itemized Calls						65.00

TaxesAmountTaxes on Unregulated Services

3. Federal Tax	**	1.95
Total Taxes on Unregulated Services		1.95
Total Taxes		1.95

Total American TelNet Billing SvcInc Current Charges	66.95
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* Taxes and Rates Applied - See Back of First Page

** Unregulated Charge

This portion of your bill is provided as a service to American TelNet Billing SvcInc.

There is no connection between BellSouth and American TelNet Billing SvcInc.

CP E021145

A65

** American TelNet Billing SvcInc **

ALBERT C PERALDO

Account Number: 954 733-3657 930 1800

Bill Period Date: May 19, 1996

 For American TelNet Billing SvcInc Billing Questions, Call 1 800 460-0307

Detailed Statement of Charges

<u>Itemized Calls</u>						<u>Amount</u>
<u>Service Provider</u> - AMERICAN TELNET INC						
<u>Pay Per Call 900 Nonregulated Charges</u>						
The following charge(s) is for information or services received through a 900 number. Call 1 800 460-0307 with questions or billing error claims about your 900 Service charges. Oral notification is sufficient to begin a review of these charges. Payment of disputed 900 Service charges is not required while these charges are under review. Nonpayment of 900 Service charges will not result in disconnection of your local or long distance telephone service, but access to 900 numbers may be blocked for nonpayment of legitimate charges. Collection of unpaid 900 Service charges may be pursued by the Interexchange Carrier or Information Provider through an independent collection action. You may obtain free blocking of 900 Service by calling BellSouth.						
Date	Service Type	Number Called	Rate*	Time	Min	
1. 04/22	PERSONALS	900 745-3354	AD	11:49PM	12	30.00
2. 05/09	PERSONALS	900 745-3354	AD	11:57PM	12	42.00
Total Pay Per Call 900 Nonregulated Charges						72.00
Total Itemized Calls						72.00

<u>Taxes</u>	<u>Amount</u>
<u>Taxes on Unregulated Services</u>	
3. Federal Tax	** 2.16
Total Taxes on Unregulated Services	2.16
Total Taxes	2.16
Total American TelNet Billing SvcInc Billing Charges	74.16

* Taxes and Rates Applied - See Back of First Page

** Unregulated Charge

This portion of your bill is provided as a service to American TelNet Billing SvcInc.

There is no connection between BellSouth and American TelNet Billing SvcInc.

CP E032962

(continued)▶

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American TelNet Billing SvcInc **

SHIRLEY KLEIN

Account Number: 954 735-8263 405 1802

Bill Period Date: May 17, 1996

For American TelNet Billing SvcInc Billing Questions, Call 1 800 460-0307

Detailed Statement of Charges**Itemized Calls****Service Provider - AMERICAN TELNET INC****Per Call 900 Nonregulated Charges**

The following charge(s) is for information or services received through a 900 number. Call 1 800 460-0307 with questions or billing error claims about your 900 Service charges. Oral notification is sufficient to begin a review of these charges. Payment of disputed 900 Service charges is not required while these charges are under review. Nonpayment of 900 Service charges will not result in disconnection of your local or long distance telephone service, but access to 900 numbers may be blocked for nonpayment of legitimate charges. Collection of unpaid 900 Service charges may be pursued through the Interexchange Carrier or Information Provider through an independent collection action. You may obtain free blocking of 900 Service by calling BellSouth.

Date	Service Type	Number Called	Rate*	Time	Min	Amount
1. 04/22	PERSONALS	900 745-3354	AD	11:56PM	15	37.50
2. 05/10	PERSONALS	900 745-3354	AD	12:07AM	11	38.50
Total Pay Per Call 900 Nonregulated Charges						76.00
Total Itemized Calls						76.00

Taxes**Taxes on Unregulated Services**

3. Federal Tax	**	2.28
Total Taxes on Unregulated Services		2.28
Total Taxes		2.28

Total American TelNet Billing SvcInc Current Charges	78.28
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Taxes and Rates Applied - See Back of First Page

Unregulated Charge

*Notification of your bill is provided as a service to American TelNet Billing SvcInc.

**No connection between BellSouth and American TelNet Billing SvcInc.

CP E021212

(continued)▶

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Ray Wunsch
704 Sweetbriar Dr
Oldham A 34677
813-855-0425

Dear Mr. Thompson,

Enclosed are copies of the past 4 months phone bills. (re: conversation 7-1-96).

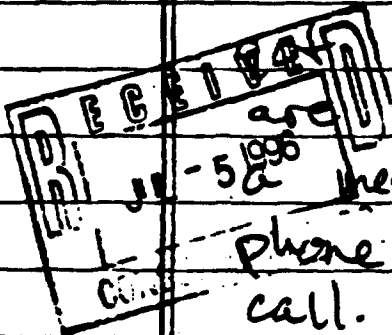
I never ordered or spoke to anyone at ITA about their teleservice. As you can see there is still a balance of \$45 on my bill.

In April I first noticed this charge on my bill and called GTE about it.

I then called the 1800-866-8889 number and got ITA's billing service. I have spoken with them several times that past 3 months with mixed results. One operator was very rude, refused to believe me and said she would not cancel this teleservice and hung up on me. Two other operators were more helpful #891, #184, and today #829.

Last month I called ITA (1800-964-0716) and only got a recorded message. This recording repeated my phone # back and my phone # wrong. No wonder there are problems with their billing. I left a message on their recording with my phone # but they never returned my call.

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ripping off a lot of unsuspecting telephone customers. I refuse to pay them any more money. I am also contacting the Better Business Bureau and the FCC. Please help me in any way you can. Thank you.

Sincerely,
Ray Wunsch



TELEPHONE NUMBER 813 855-0425

Customer ID 920915

PAGE 1 OF 4

BILL DATE

June 22, 1996

Helpful numbers

BILLING SUMMARY

RAY WUNSCH

GTE billing
questions
1 800 483-3200

Previous charges	
Amount of last bill	\$ 63.92
Payment received. Thank you.	CR 18.92
Amount past due	\$ 45.00

To order GTE
services call
1 800 483-4200

Current charges	
GTE regulated services	\$ 18.12
GTE non-regulated services	1.07
Total current charges	\$ 19.19

Centro Hispano
de GTE
1 800 PIDA GTE
1 800 743-2483

Total amount due	\$ 64.19
Due date	July 16, 1996

To avoid a 1.5% late
payment charge, payment
must be received before
July 23, 1996.

A PORTION OF THE
TOTAL AMOUNT DUE
IS PAST DUE. DUE
DATE APPLIES TO
CURRENT CHARGES
ONLY.



TELEPHONE NUMBER 813 855-0425

Customer ID 920915

PAGE 7 OF 8

BILL DATE

May 22, 1996

For billing
questions call
1 800 866-8889**LONG DISTANCE CALLS**

Billing for ITA

**ITA Billing Adjustments**

Date	Description	Amount
Mar 23	Miscellaneous Charge or Credit	CR \$ 49.50
Total billing adjustment(s) of \$ 49.50 applied to previous charges.		

ITA Non-Regulated Service**Miscellaneous Charges and Credits**

Date	Description	Amount
Apr 23	Telexservice2	\$ 45.00
Total		\$ 45.00

Taxes and Fees on ITA Non-Regulated Services

	Amount
2 Federal excise tax (3.00% of \$45.00)	\$ 1.35
2 City utility tax (7.00% of \$45.00)	3.15
Total	\$ 4.50

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\$ 49.50



PAGE 1 OF 6

TELEPHONE NUMBER 813 855-0425

Customer ID 920915

BILL DATE

April 22, 1996

Helpful numbers

BILLING SUMMARY

RAY WUNSCH

GTE billing
questions
1 800 483-3200**Previous charges**

Amount of last bill	\$ 68.42
Payment received. Thank you.	CR 68.42
Balance	\$.00

To order GTE
services call
1 800 483-4200**Current charges**

GTE regulated services	\$ 18.12
GTE non-regulated services	1.07
Other non-regulated charges	49.50
Total current charges	\$ 68.69

Centro Hispano
de GTE
1 800 PIDA-GTE
1 800 743-2483Total amount due
Due date\$ 68.69
May 16, 1996

To avoid a 1.5% late
payment charge, payment
must be received before
May 23, 1996.

-45
23.69

Please see reverse side for additional information.



PAGE 5 OF 6

TELEPHONE NUMBER 813 855-0425

Customer ID 920915

BILL DATE

March 22, 1996

For billing
questions call
1 800 866-8889**LONG DISTANCE CALLS**

Billing for ITA

**ITA Non-Regulated Service****Miscellaneous Charges and Credits**

Date	Description	Amount
Feb 23	Teleservice2	\$ 45.00
Total		\$ 45.00

Taxes and Fees on ITA Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$45.00)	\$ 1.35
2 City utility tax (7.00% of \$45.00)	3.15
Total	\$ 4.50

ITA non-regulated service charges

\$ 49.50

Total long distance/ITA

\$ 49.50

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JUL 10 1996
CONSUMER AFFAIRS

Mr. & Mrs. Douglas Mobley
905 - 64th Street South
Gulfport, FL 33707
(813) 344-1611 (work)
(813) 347-0695 (home)

July 5, 1996

Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Consumer Affairs:

Enclosed you will find correspondence regarding the problem I have had in trying to prove to American TelNet that their charges for \$53.99 are erroneous. I do not know how these charges were placed on my phone bill, but they were and now American TelNet is telling me that, "As owner of your telephone, you are responsible for payment of all charges incurred by that telephone."

Please excuse me, but as owner of my electric bill, water bill, cable, etc., I know that I am responsible for charges incurred, but as errors occur such as the case with my cable bill when we ordered the Sega Channel for my son during free installation and were incorrectly charged for that installation, all I had to do was call the Cable company, speak to the gentleman who took our order and voila, the problem was solved, the error admitted and the charge taken off. Errors and mistakes do happen.

There are three people residing at this residence. My husband, son and myself. We do not have company very much or very often, so I know for a fact, that there was no-one in the house when these calls were supposedly made. Now, either there is a phone man tapping into peoples lines making calls to these so called 'Sex lines', someone knows how to use their cellular phone next

to a residence so this will occur, or American TelNet is a fraudulent company raking the American people a little here and a little there. Whatever the case, I am reporting to you these bogus charges.

Whatever you can do to look into this matter would be greatly appreciated. I will not pay for these charges.

Very truly yours,

Mrs. Lisa B. Mobley

Lisa B. Mobley

/lbm
enclosures

Mr. & Mrs. Douglas L. Mobley
905 - 64th Street South
St. Petersburg, FL 33707

July 5, 1996

American TelNet Billing Servs.
P.O. Box 790930
San Antonio, TX 78279-0930

RE: Account Number (813) 347-0695
Amount Disputed = \$52.42 plus tax
Bill Date 5/4/96

Dear Customer Service Rep.:

I have received your reply in regards to the charges in dispute, which you state you will not issue credit. The facts are as follows:

On April 5, 1996 there was no-one at our residence at the time these calls were supposedly made from our phone. I have enclosed a copy of the charge slip from the Texas Cattle Company where my husband and I had dinner that evening. Reservations were for 6:30 pm and my son was brought to the baby-sitters home at approximately 6:10 pm. You will notice on the charge slip that we checked out of the restaurant at 8:04 pm. There are no other persons residing at this residence. If I need to get a sworn Affidavit from the sitter and the woman who served us at the restaurant that states we were indeed there at the time these calls were made, then I will do so. I will NOT pay these charges, which have somehow been placed on our phone bill.

I am fully aware of my responsibilities when it comes to paying my bills, but I am also aware of the fact, that as a consumer I have the right to dispute erroneous charges for a service we never utilized.

I have never had any problems with my phone for the last six years to warrant having to put a block on 900 lines until I received my May phone bill, at which time I spoke to Cindy at

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American TelNet on May 13, 1996 and told her to do so. It seems most curious that in talking to Cindy that day, she stated she would check voice verification and conveniently for you, there was no record.

I say again, please deduct these charges from my phone bill. There are three residents of this household, none of which were home at the time these calls were supposedly made.

Sincerely,

Mrs. Lisa B. Mobley

Mrs. Lisa B. Mobley

/lbm

enclosure

cc: Federal Communications Service
Public Utilities Commission
Channel 10 CBS WTSP-TV

April 22, 1996

To Whom it May Concern at American TelNet;

On May 13, 1996 I spoke to "Cindy" regarding two charges dated April 5, 1996 to my phone totaling \$53.99 with tax. I stated that my husband, son and I were not at our residence that evening and it was an impossibility that those calls were dialed from this residence. It was my husband's birthday (Apr. 5th) and my son spent the night with a friend while my husband and I dined out. I have a credit card charge slip that will verify this. My husband spoke to "Marissa" ^(Amer TelNet) on May 14, 1996 and to "Debbie@GTE" on the same day. I must say, both ladies spoken to at Amer. TelNet were very rude. Debbie, at GTE explained some possibilities as to how the charges may have occurred, one being the fact that we have also, a cellular phone. With today's technology I am not sure how this happened, but we are refusing to pay for calls never made by the only three residents of this household, let alone to

June 24, 1996

To Whom it May Concern at American TelNet:

I have received my June 4, 1996 bill date Telephone Bill from GTE and notice your charges for \$53.99 are still on this bill. As stated in my letter to you dated April 22, 1996, these calls were NOT made from my residence and therefor we refuse to pay for these charges.

Please advise your billing department to take these charges off my bill.

Sincerely,

Mrs. Lisa B. Mobley
Mrs. Lisa B. Mobley

AMERICAN TELNET BILLING SERVS.
PO Box 790930
SAN ANTONIO TEXAS 78279-0930

30

DATE: 06/27/96

DOUGLAS NOBLEY
ATTN: MRS NOBLEY
905 64TH ST S
GULFPORT FL 33707

RE: Account number (813) 347-0695

Amount disputed \$32.42 plus tax

Bill Date 05/04/96

Dear Customer:

In reference to the above account number, bill date, and disputed amount, AMERICAN TELNET BILLING SERVS cannot issue credit due to the following:

As owner of your telephone, you are responsible for payment of all charges incurred by that telephone.

> all "legitimate" charges.

New Federal laws give owners of 900 lines the right to seek legal remedies for collection of 900 charges and to employ collection agencies to perform these functions. Please be advised that if payment is not made, all collection remedies allowed by law may be exercised.

A 900 block has been available from virtually all telephone companies for over 6 years. To avoid future charges to 900 calls you must obtain a block from your telephone company.

If you have any questions and/or comments relating to this inquiry and the subsequent results, please contact one of our Customer Service Representatives at 1-800-460-8387. Our business hours are Monday through Friday, 8 a.m. to 6 p.m. Central Standard Time.

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RECORD OF DISPUTE REGARDING AMERICAN TELNET

This is a log of calls and people spoken to regarding the \$53.99 charged to my telephone by American TelNet for two calls made to LIVETALK. There was no-one home at the time these calls were supposedly made. The calls showed up on my May, 1996 phone bill.

May 13, 1996

I called American TelNet and spoke to Cindy. (very rude) She stated those calls came from our phone and we were responsible for payment. She said they were dialed from our phone in the house. She checked voice verification and stated they did not have any recording for those calls. I didn't know what else to say, after having told her we were not home that night and therefore could not have made those calls. She said we were responsible for those calls. They put a block on 900 calls through American TelNet at that time.

May 14, 1996

My husband called Marion at American TelNet. She told him the same thing, that we were responsible for the calls. He said we would not pay for calls we had not made. He then called GTE and spoke to Debbie. She told him to write a letter of refusal to pay and subtract the American TelNet charges off our bill.

May 22, 1996

I sent a check for \$37.43 to GTE for payment and enclosed a letter to American TelNet refusing to pay for their charges.

June 24, 1996

I called GTE to ask them if they sent my letter of refusal to American TelNet. Cindy said I was supposed to send it directly to them. She also put a block on GTE and AT&T 900 numbers for me and would send a memo of recourse through to American TelNet.

I then called American TelNet and spoke to Josette. She said the only way they'd take the charges off were if GTE could get verification that we had cross wiring going on. She said it would go to collections if not paid. I then said if they

couldn't get verification then I guess my only recourse would be legal, which she then repeated to me, to get verification on cross wiring.

I called GTE again and spoke to Annette. She gave me the address to American TelNet so I could forward both letters I wrote and she told me the letter of recourse was submitted. She said there would not be a charge for repair to check the lines. She then transferred me to repairs.

I spoke to a woman (did not get her name) in repair and she said someone could stand in front of my house with a cordless and pull my dial tone to make these calls. I said I didn't know that, which I didn't. She then transferred me to someone else.

I spoke to John who mentioned the phonebox outside the house and wanted to know if I'd checked the seal to see if it was tampered with. I wasn't home at the time of this call (I was at work). When I spoke to John and explained the charges in question, he looked up my bill, found them and said, "Oh, I know what these are and you do too, don't you." I said, "No, I don't." He said, "They're phone sex calls, but you knew that didn't you." I said, "No, I didn't." I was rather disgusted with the implications he was making light of. He should be reprimanded for his accusatory remarks. I told him what the woman I had just spoken to said about making a call from outside my home and picking up my dial tone. John said, "You know what the odds of that happening are?" "One in something?" I said, a hundred? He said, "One in a million," in his still jokingly, chuckling voice. He then said he would patch me through to customer care and explain the situation to whomever he got so I wouldn't have to go through the whole explanation AGAIN. He spoke to Sheila at Customer Care while I was also on the line. Before hanging up, John told me someone would be out to the house by 12:30 or thereabouts and I was to call repair back after 5:00 to find out if they found tampering. If they did not, I was to call American TelNet, tell them there wasn't any tampering found, and to be firm about not making payment for charges we did not make. If I didn't get satisfaction, then I should speak to a supervisor. If the supervisor refused to deduct these charges I should notify them that I will contact the Public Service Commission, Federal Communications Service and the Utilities Commission if I need to.

June 25, 1996

I called GTE and spoke to May who hooked me up to repair. I then spoke to Sharon who said they did not find any cross wiring or the lines were not crossed and they did not find any illegal tapping into the line. She stated that in order to find any cross wiring going on the call would have to be happening while they checked the line. What good was it to check the line at this point in time, if that was the case? They would have had to check the line the night the calls were made at the time the

ABO

calls were made. She told me I could have American TelNet call GTE and verify the conversation we had and she would explain to American TelNet what she had just explained to me, which was also, that someone could have a cordless phone outside my house and pick up my dial tone in which case the charge would go to my bill.

I called American TelNet and spoke to Denise. I was not getting any satisfaction with her and at this point requested to speak to her supervisor. She hooked me up with Kristina. She said she could not deduct the charges herself, but would submit this to their panel of investigators who then decide whether to deduct the charges or not. She told me I should have a reply within three to four working days. I also stated to her that she could call GTE to verify the discussion I had with Sharon so Sharon could explain what she spoke to me about. Kristina said it was not necessary.

June 28, 1996

I spoke to Sandra Guffie (sp?) at Channel 10 who was working on complaints from American TelNet apparently. I wanted to know what the news a few weeks, maybe a month ago, had said about some elderly people ending up with 900 charges they had not made. Apparently the company that charged the calls was in fact American TelNet. American TelNet even stated they had two numbers that were the brunt of there own investigation into the matter. The numbers on my phone bill were not either of the two in question though. Sandra had just gotten off the phone with American TelNet when I reached her. She also stated that they were very rude. When she had asked the woman if that was what she wanted her to quote, apparently she said she didn't care what Sandra did. Sandra was going to get back to me on July 1, 1996, but I did not hear from her. (I called Sandra and left a message on July 3, 1996 informing her of American TelNet's decision not to issue credit.)

July 1, 1996

I called American TelNet and spoke to Sheree. I wanted to know the outcome of the investigation as I hadn't received anything in the mail yet. She wanted to know who I'd spoken to. I told her Kristina. She had no record of my calling Kristina. I told her I talked to Denise before Kristina and I heard her say Denise apparently did not record that I was patched through to her supervisor. She said the letter I was awaiting should be received within five to ten working days, not four to five. She didn't know why Kristina had told me that. She found in her computer that something was mailed the 27th of June and I should probably have the reply by July 8th. I asked if she knew what the reply was and she did not know the contents of the letter, because it comes from a different department, one of which she could not transfer me to. She was basically saying she was

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customer service and it was her responsibility to handle the call.

July 3, 1996

I received American TelNet's investigative outcome. The answer of the letter states we are responsible for payment of the calls.

July 5, 1996

I wrote another letter (third one) of refusal to pay and sent it to American TelNet with copies to the Public Utilities Commission, Federal Communications Service and Channel 10 WTSP-TV. I called the Public Utilities Commission for an address and spoke to Doug who seemed aware of the number of complaints regarding American TelNet. He mentioned the possibility of an investigation.

Texas Cattle Company
We've Got Great Steaks!
2600 34th Street North
St. Petersburg, FL
527-3335

Server: Barb
08:04 PM
Table 18/1

DOB: 04/05/96
04/05/96
2/24

Visa
Card [REDACTED]
Approval: 085590

33554466
Exp: 0498

Amount: 51 39

+ Tip: 7.00

= Total: 58.39

x JBH

We checked out of the restaurant at 8:04 pm.
How could we have made these calls at
our home approximately 25 minutes away
from the restaurant (at the time in
question? I'd like to know!!

A83

15874

31 January 1997

Astralite, Inc.
4720 Oakes Road
Bay K
Davie, Florida 33314
(954) 321-8005 fax 954-321-6291

Attention: Kate at the Public Service Commission

FOR YOUR INFORMATION

Thank you for throwing a little levity on a rather annoying subject:

Following is a copy of the charges that arrived attached to my BellSouth bill.
I am sending, as you suggested, a certified letter to these people on Monday, demanding that they remove this bill at once. Hey, I can ask...

With thanks, I am

Sincerely yours


Michelle M. Sedrish

PAGE 1 OF 2 PAGES

Addendum - Bell South says they do not have an address for this company. If you can get an address for them please send me that information.

A85